

Help Desk Analyst

This is a position located in Houston, TX.

Education/ Experience:

- Associate's degree or equivalent from 2 year college or technical school; or two years related experience and/or training; or equivalent combination of education and experience
- STI or HDI Help Desk Analyst Certification
- 1-2 years Help Desk phone support or related support experience
- 1-2 years experience in the support of networks and related systems

Skills:

- Exceptional customer support and interpersonal skills
- Strong troubleshooting and problem-solving skills
- Ability to work under stress and respond and resolve a broad range of customer requests
- Ability to work and contribute to a team environment to accomplish overall team objectives
- Excellent verbal and written communication skills
- Superior telephone etiquette
- Ability to be organized, share knowledge and work independently

Job Duties:

- Responsible for First Level phone support – approximately 90% of time; Provide technical support services via e-mail, phone and in person
- Respond to phone and e-mail inquiries that are placed to the Support Center; and directly interact with end user customers to resolve local and network related issues
- Work with other IT groups to rollout hardware and software upgrade; implement new equipment and services; assist with new product testing and special projects
- Troubleshoot and diagnose hardware, software and connectivity issues for end users
- Report all hardware, software, network, copier and telephone problems
- Analyze and resolve moderately complex PC hardware, software, system access, network and other technical issues
- End user operation/procedure training and/or documentation
- Follow up with end users to ensure problems are resolved successfully and satisfactorily
- Gather relevant information, provide initial problem identification and propose solutions
- Track status of all ongoing issues and escalate to management as appropriate
- Maintain detailed documentation of each service call in an online ticket tracking system; log calls into a central database and escalate when appropriate
- Document and update written knowledge base policies and procedures;
- Participate in development and implementation of standard Help Desk processes and procedures
- Work in a team environment as well as individually
- Be able to manage a heavy caseload and respond to user requests in a timely fashion
- Work a flexible schedule; Provide off hours support on an on-call basis
- Provide timely, efficient and friendly service to all end users; display effective customer relation skills to enhance satisfaction.
- Perform other duties as assigned

To Apply, please send an email with your resume as well as references attached to info@emergentinc.com.

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